

## **UDC Business Rule Comparison and Proposed Arizona Best Practice**

- ❖ This document identifies the process description and proposed best practices for metering activity for customer switches.
- ❖ The information contained in the document is based on current and proposed business practices identified by the UDCs with input from Competitive Providers.
- ❖ Where applicable, the issue number from the Issues list is noted. The document covers the following:
  - Consensus -- UDC & Provider Process (consensus was accomplished and processes agreed upon)
  - Utility (UDC) Tariff/Article/Protocol Differences (consensus but differences are shown by UDC such as site meet charges, etc.)
  - No Consensus (description of each UDCs process).

**PROCESS #1 - Bundled Customer to Direct Access – (Meter exchange required with Meter Services contracted through ESP)**

UDC Process Description -- Assumptions				
SRP	TEP	APS	Citizens Utilities (CUC)	AZ Cooperatives
<p><b>Phase I</b> (now until 12/31/00)– Customers with loads of 1mW and above are eligible for competitive metering (MSP).</p> <p><b>Phase II</b> (12/31/00 and beyond) All customers are eligible for competitive metering. Customers with yearly loads of 100,000 kWh and above require installation of IDR metering. SRP can continue to provide metering services upon request.</p>	<p>Customers with loads greater than 20 kW require IDR metering. TEP will no longer provide MSP services to any DA commercial customers or residential customers with loads greater than 20kW.</p> <p>(Pending waiver to allow UDCs to provide MSP and MRSP services to Commercial Load Profiled customers.)</p>	<p>Customers with loads greater than 20 kW require IDR metering. APS will no longer provide MSP services to any DA commercial customer or residential customers with loads greater than 20kW</p> <p>(Pending waiver to allow UDCs to provide MSP and MRSP services to Commercial Load Profiled customers.)</p>	<p>Customers with loads greater than 20 kW require IDR metering. CUC will no longer provide MSP services to any DA commercial customers or residential customers with loads greater than 20kW.</p> <p>(Pending waiver to allow UDCs to provide MSP and MRSP services to Commercial Load Profiled customers.)</p>	<p>Customers with loads greater than 20 kW require IDR metering. Coops can provide MSP services to any DA commercial customer or residential customers as long as they are not competing outside of their service territory R14-2-1615C.</p>

UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus (NC)
<p>ESP sends Enrollment DADR</p> <p>SRP = Connect 814</p> <p>All other Utilities = Request for Service (RQ) DADR</p>	<p>ESP Services receives DADR and forwards to appropriate department within the UDC organization. Any timing requirements are specified within individual organizations. The PSWG DADR Group will handle any standardization needed. This is the first high level step in the entire process</p>	<p>SRP TEP APS Citizens (CUC) AZ Cooperatives</p>		
<p>UDC sends existing meter attributes etc. to MSP/ESP</p>	<p>The form that the UDCs will use to communicate existing meter attributes to MSP/ESP will be called the EMI (Existing Meter Information) form.</p> <p><b>Timing Requirements:</b> The EMI and the Equipment Purchase Authorization (EPA) will be sent within 5 workdays of receiving the DADR acceptance notification indicating a pending meter exchange. These documents will be in Excel and will be sent via email.</p>	<p>SRP TEP APS Citizens (CUC) AZ Cooperatives</p>		
<p>MSP/ESP sends scheduling information to UDC. (Issue #40)</p>	<p>The name of the form that the MSPs will use to communicate scheduling information to the UDCs will be called the MDCR (Meter Data Communication Request) form.</p> <p><b>Timing Requirements:</b> The initial MDCR Form must be returned at least 5 workdays prior to the exchange. This document will be in Excel and will be sent via email. Notification of changes to the schedule, including rescheduling and unscheduling must be sent to the UDC by 2:00 pm (Arizona time) 1 workday prior to the scheduled work date. UDC will communicate any exceptions to the MSP within 2 workdays of the receipt.</p>	<p>SRP TEP APS Citizens (CUC) AZ Cooperatives</p>		

UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus
EPS sends un-signed EPA to UDC	<p>The ESP will send the un-signed EPA identifying the intent to purchase or not to purchase the equipment. The expectation is that the intent to purchase or not to purchase the equipment EPA is sent to the UDC regardless if equipment is being purchased or not. This document will be in Excel and will be sent via email.</p> <p><b>Timing Requirements</b> The un-signed EPA must be returned to the UDC at least 5 working days prior to the exchange. If the un-signed EPA is not received 5 working days prior to the exchange, the UDC will treat this as an exception and not allow the exchange to take place.</p>	SRP TEP APS Citizens (CUC) AZ Cooperatives		
MSP/ESP sends information about newly installed meter and required UDC meter information to the UDC	<p>The name of the form that the MSPs will use to communicate information about newly installed meters and UDC meter information to the UDCs will be called the MIRN (Meter Installation/Removal Notification) form.</p> <p><b>Timing Requirements:</b> <u>Return of the Form:</u> MSP must return MIRN form no later than 3 workdays from the day of the exchange. This document will be in Excel and will be sent via email. <u>Return of the Meter:</u> The meter must be returned to the UDC within 15 workdays of the removal. Drop off sites, shipping options, charges for damaged/lost meters, etc. will vary between UDCs.</p>	SRP TEP APS Citizens (CUC) AZ Cooperatives		
ESP sends the signed EPA back to the UDC	The signed EPA form must be returned to the UDC no later than 5 working days after the exchange.	SRP TEP APS Citizens (CUC) AZ Cooperatives		

What is the period of time that an MSP cannot exchange the meter? ( <b>Blackout Window.</b> ) (Issue # 53)				<b>SRP, APS &amp; CUC</b> – No blackout window <b>TEP, Trico &amp; Navopache</b> – 5 calendar days prior to a read date
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UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus
MSP exchanges meter -- When does ESP take responsibility for meter/customer? (Issue # 35)				<p><b>SRP</b> – Exchange must be complete 10 workdays prior to the actual DA switch date/read. SRP is responsible for billing generation consumption until the switch date. The ESP takes responsibility the first minute after midnight on the switch/read date. If a meter exchange takes place after the switch, the ESP takes responsibility for billing the generation consumption.</p> <p><b>TEP</b> – ESP takes responsibility the first full 15 minute interval after the DA meter is installed and programmed.</p> <p><b>APS</b> – ESP is responsible for meter/customer the first full 15 minute interval for a commercial customer with loads over 20 kW that the new meter is in the socket.</p> <p><b>CUC</b> – ESP takes responsibility the first full 15 minute interval after the DA meter is installed and programmed.</p> <p><b>Trico</b> – ESP is responsible upon removal of Trico meter</p> <p><b>Navopache</b> – When the final meter reading is taken or at 12:01 am on the first day of the next billing cycle following meter exchange.</p>
Who is responsible for the usage while the meter is out of the socket during the exchange? (Issue # 35)				<p><b>CUC, TEP, APS, SRP, AZ Cooperatives</b> – If any meter is out of the socket more than 15 minutes the MSP will clock the disk and calculate the current kW of equivalent (displayed instantaneous kW on meter) and indicate it on the MIRN. This only has to be done after the new meter is installed. TEP will use that figure across the entire time period the meter is out of the socket.</p>

**MISC BUSINESS PROCESSES**

UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus
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What is the UDC process when the MSP removes the UDC meter and has to put the UDC meter back in the socket?				<b>TEP, SRP, APS, CUC, AZ Cooperatives</b> – IF the exchange is unsuccessful and the MSP has to re-install the UDC meter, the MSP must re-schedule using the MDCR and identify the lost registration information in the remarks section (time of meter removal ,time of re-installation, read upon removal and clocked kW). ( See Lost registration business rule above) The UDC will account for the lost registration.
If the MSP does not provide the information on the MIRN, what is the UDC process.				<b>TEP, SRP, APS, CUC, AZ Cooperatives</b> – will estimate the usage based on the time period from the MIRN. This would be used as a performance monitoring item and UDC may charge.
Handling of Load Research for customers going DA. (Issue # 37)	If a current load research account switches to DA, UDCs will select another sample except for TEP as noted. Handling of communications is different as noted.	SRP TEP APS Citizens (CUC) AZ Cooperatives	<p><b>SRP</b> – Phone lines are customer-owned. May lease SRP phone lines.</p> <p><b>APS</b> – Disconnect any APS dedicated phone line.</p> <p><b>TEP</b> – In most cases, TEP will select another sample. TEP will not allow third parties to use TEP owned phone lines. TEP will not select another sample for customers served under Rate 14 and will be evaluated on a case by case basis.</p> <p><b>CUC</b> – Disconnect any CUC dedicated phone line.</p> <p><b>Trico</b> – Disconnect any Trico dedicated phone line or communication hardware.</p> <p><b>Navopache (NEC)</b> – Disconnect any communications hardware.</p>	

UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus (NC)
Process for handling damaged/altered equipment discovered by the MSP before exchange is done. This includes all metering equipment.	Call the UDCs Metering Point of Contact for coordination of work and the UDC will generate a field order. The UDC will contact MSP when the work is complete. UDCs will assess the problem within 2 business days.	SRP TEP APS Citizens (CUC) AZ Cooperatives		



UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus
Billing ESP, MSP, customer for equipment, work performed, non-returned meters, site meet charges, etc.	UDCs will bill ESP ( MSP, MRSP and/or customer if applicable) at least monthly for equipment, work performed, non-returned meters, site meet charges, etc. from the previous month.	SRP TEP APS Citizens (CUC) AZ Cooperatives		
What are the UDC rules associated with installation of external devices?				<p><b>TEP</b> External devices can be used from an approved meter with a KYZ output for billing. Meter must have a visual display of kWh and kW. External recorder can not be used as totalization-recording device for billing. The point of attachment to energize the recorder, isolation relay, cell phone or any other device will be on the load side of the test switch for transformer rated installation. If more than one device is installed, they should ne attached to the phases that are not energizing the meter for operation when VTs are installed. The total burden of the devices must not exceed the burden rating of the VTs.. If the point of attachment is in a self contained meter base it must be attached at a point that can be de-energized along with the meter for example in a safety socket, on the bolt above the line side cut -in straight bolts. The line must be fused from the point of attachment to the external devices.</p> <p><b>APS</b> Still under review</p> <p><b>CUC</b> Will not allow external recorders to be used for billing without a monthly sum check against the actual consumption register read.</p>

UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus (NC)
(Cont.) What are the UDC rules associated with installation of external devices?				<p><b>SRP</b> External devices can be used from an approved meter with a KYZ output for billing. Meter must have a visual display of kWh and kW. The point of attachment to energize the recorder will be on the load side of the test switch for transformer rated installations.</p> <p><b>AZ Cooperatives</b> External devices can be used from an approved meter with a KYZ output for billing. Meter must have a visual display of kWh and kW. The point of attachment to energize the recorder will be on the load side of the test switch for transformer rated installations.</p>
<b>Site Meet &amp; Scheduling Policy (Issue # 68):</b>				
When is a site meet required?	Site meets are required for all UDC owned dedicated substations and may be required for customer loads 1 mW or greater or when other special metering equipment is in place, at the discretion of the UDC.	SRP TEP APS Citizens (CUC) AZ Cooperatives	<b>CUC</b> – Will also take any required primary system outages for CT/PT exchanges due to safety considerations. <b>Trico</b> – Requires a site meet for everything that is not self-contained.	
Scheduling Pending Resolution of EPA see MDCR instructions.	MSP returns the MDCR and EPA form with estimated scheduling information and pending ownership information. Additional phone coordination is required for site meets. <b>Timing Requirements:</b> Form must be returned at least 5 workdays prior to the exchange. (Also, see MDCR form information pg 2)	SRP TEP APS Citizens (CUC) AZ Cooperatives		
MSP Missed Appointments	If the MSP fails to arrive within 30 minutes of the appointment time, or if the MSP fails to cancel at least one workday in advance, the UDC may charge. (UDC Services & Fees schedules/tariffs/protocols are published and subject to change)	SRP TEP APS Citizens (CUC) AZ Cooperatives		

UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus (NC)
UDC Missed Appointment	If the UDC fails to arrive within 30 minutes of the appointment time, or if the UDC fails to cancel at least one workday in advance, the UDC may credit the ESP or the UDC may be charged by the ESP.	SRP TEP APS Citizens (CUC) AZ Cooperatives		
Site Meet Charges	Site meet charges may apply. The charges may vary depending upon UDC's Services & Fees, schedules /tariffs /protocols are published and are subject to change.	SRP TEP APS Citizens (CUC) AZ Cooperatives		
Changes to site meet schedule	If there are changes to the anticipated meter exchange time/date – the MSP must notify the UDC via the MDCR by 2:00 pm (Arizona Time), one (1) workday prior to the scheduled exchange date. (See also pg 2 MDCR info)	SRP TEP APS Citizens (CUC) AZ Cooperatives		

UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus (NC)
<b>Access Issues: (Issue #33)</b>				
<u>Key Process Issues:</u> <ul style="list-style-type: none"> <li>Keys cannot be copied.</li> <li>Liability -- customer authorization.</li> <li>Locking types: dual locking device, lockboxes, utility locks, etc.</li> </ul>	<p><u>Customer Lock:</u> MSP will need to make arrangements with the customer to gain access to customer's metering equipment. UDCs will not provide customer keys to MSPs/ESPs.</p> <p>In order to ensure necessary site access in the event of an emergency, the MSP must notify the UDC on the MIRN within 3 workdays of any changes in meter access at a customer site.</p> <p><u>Utility Lock:</u> If there is just a UDC lock at the site, the MSP can cut the lock. The MSP must install a mutually approved dual locking device in order to accommodate the MSP and UDC lock. UDCs may provide open CAP (Customer Access Padlocks) locks to the MSP/ESP to use in securing the site with the dual locking device. The MSP must advise the UDC on the MIRN form that the lock was cut and a UDC padlock was secured. The ESP or MSP may be charged for the lock in accordance with the UDCs applicable service fees.</p> <p>The ESP and MSP can request a site meet with the UDC to gain access. Site meet charges may apply.</p>	SRP TEP APS Citizens (CUC) AZ Cooperatives		

<b>EQUIPMENT OWNERSHIP -- What is the process for handling the purchase of CT/PTs, Meters and Associated Equipment. (Issues 32, 44, 54)</b>				
<b>UDC Process Description</b>	<b>Proposed AZ Best Practice</b>	<b>Consensus -- UDC &amp; Provider Process</b>	<b>Utility (UDC) Tariff/Article/Protocol Differences</b>	<b>No Consensus</b>
Voltage level of ownership.	ACC Rules indicate who <b>may</b> own but discussion generated a need for clarification on the best practice for who <b>will</b> own at each voltage level.			
	<ul style="list-style-type: none"> <li>Zero up to and including 600 volts.</li> </ul>			<b>SRP</b> -- SRP, MSP, ESP and customer may own. <b>TEP</b> -- TEP, MSP, ESP and customer may own. But TEP requires the ESP to <b>maintain</b> . <b>APS</b> -- APS only <b>CUC</b> -- CUC, ESP, MSP may own. <b>Trico</b> -- Trico only <b>Navopache (NEC)</b> -- NEC, MSP, ESP and customer may own.
	<ul style="list-style-type: none"> <li>Greater than 600 volts up to and including 25 kV.</li> </ul>			<b>SRP</b> -- SRP, MSP, ESP and customer may own <b>TEP</b> -- TEP, MSP, ESP and customer may own. But TEP requires the ESP to <b>maintain</b> . <b>APS</b> -- APS only <b>CUC</b> -- <b>Must</b> be owned and maintained by ESP or MSP <b>Trico</b> -- Trico only <b>Navopache (NEC)</b> -- NEC will own
	<ul style="list-style-type: none"> <li>Greater than 25 kV -- owner will be UDC only.</li> <li><u>Exceptions:</u> Equipment in UDC dedicated substations regardless of voltage classification. Customer owned substations would be considered on a case by case basis.</li> </ul>	SRP TEP APS Citizens (CUC) AZ Cooperatives	<b>CUC</b> -- ESP or MSP <b>must</b> rent from CUC	
Who is responsible for maintenance of CT/VTs?	Maintenance and servicing of metering equipment will be limited to the UDC, the ESP, or the MSP. (Note: originally owner was specified but if customer is owner they cannot maintain.)	SRP TEP APS Citizens (CUC) AZ Cooperatives		

UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus (NC)
<b>Equipment Purchase -- An EPA (Equipment Purchase Authorization) will be sent with the EML giving equipment pricing &amp; Information.</b>				
Meters	Will UDCs sell new (from stock) and/or existing meters?			<b>SRP</b> -- will sell existing in field <b>TEP</b> --will sell new meters (from stock). <b>APS</b> -- will sell new meters (from stock). <b>CUC</b> -- will not sell meters. <b>Trico</b> -- Not applicable. <b>Navopache (NEC)</b> -- will not sell meters.
CT/VTs	Will UDCs sell new (from stock) and/or existing CT/VTs?			<b>SRP</b> -- will sell existing. <b>TEP</b> --will sell new (from stock) and existing. <b>APS</b> -- Not applicable <b>CUC</b> -- will <u>not</u> sell <u>new</u> from stock but <u>will</u> sell <u>existing</u> . <b>Trico</b> -- Not applicable. <b>Navopache (NEC)</b> -- will not sell CT/VTs.
Associated Equipment	Will UDCs sell new (from stock) and/or existing Associated Equipment			<b>SRP</b> -- will sell existing. <b>TEP</b> --will sell new (from stock) and existing. <b>APS</b> -- Not applicable <b>CUC</b> -- will <u>not</u> sell <u>new</u> from stock but <u>will</u> sell <u>existing</u> . <b>Trico</b> -- Not applicable <b>Navopache (NEC)</b> -- will not sell associated equipment.
<b>Equipment Costs:</b>				
What are the costs for purchasing equipment?	Equipment costs vary by UDC, some are undetermined and/or not applicable if they are not going to sell. If applicable, the EPA (Equipment Purchase Authorization) form will specify.	SRP TEP APS Citizens (CUC) AZ Cooperatives	<b>TEP</b> -- Retail cost of new meter plus handling fee. <b>APS</b> -- Not applicable	

**Process #2 Direct Access to Bundled Service Customer– (Meter exchange required with Meter Services contracted through ESP)**

*(Note: The Proposed AZ Best Practice column was documented by SRP, TEP, APS and John Wallace from Grand Canyon State Electric Cooperative Association. All other Participants need to verify for consensus))*

SRP, TEP, APS and CUC	AZ Cooperatives
<b>Assumptions:</b> <ul style="list-style-type: none"> <li>• ESP initiates the DASR</li> <li>• Meter is not owned by the Utility</li> <li>• Utilities will perform the meter exchange to return the customer to Bundled Service. DA meter is removed and Utility meter is installed.</li> </ul>	

UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus (NC)
<p>ESP Sends appropriate DASR to return the customer to Bundled Service</p> <p>SRP = Disconnect 814</p> <p>All other Utilities = TS Termination of Service (TS) DASR</p>	<p>ESP Services receives DASR and forwards to appropriate department within the UDC organization. Any timing requirements of the DASR are specified within individual organizations. The PSWG DASR Group will handle any standardization needed. This is the first high level step in the entire process</p>	<p>SRP TEP APS Citizens (CUC) AZ Cooperatives</p>		
<p>ESP sends EPA (Equipment Purchase Authorization) to UDC</p>	<p>The ESP will submit the EPA to the UDC within 5 working days of submitting the TS or Disconnect 814 DASR</p>	<p>SRP TEP APS Citizens (CUC) AZ Cooperatives</p>		






UDC Sends MDCR with Scheduling information	<p>MDCR is always sent to the ESP and the MRSP. In cases where the MSP owns the meter, the MDCR will be sent to them as well.</p> <p>UDC sends scheduling information and pending ownership at least 5 working days prior to meter exchange</p> <p><b>Exceptions:</b></p> <p>ESP will communicate any exceptions on the MDCR to the UDC and MRSP within 2 business days of the receipt of the exception.</p> <p><b>Changes to the Schedule:</b></p> <p>Notifications of changes to the schedule, including the re-scheduling and un-scheduling, must be sent to the ESP and MRSP from the UDC by 2:00 p.m. one business day prior to the scheduled work date</p>	SRP TEP APS Citizens (CUC) AZ Cooperatives		
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UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus (NC)
<p>What is the process to ensure that all meter data is in before the account goes back to bundled service?</p> <p>How does UDC verify with the ESP that all the data is complete? If data is incomplete how does UDC notify ESP? (data from a previous billing cycle not final bill data). <b>This is being referred to VEE as of 9/27/00</b> but left here to make sure it is covered and does not need to be part of the Bus Rule Doc.</p>				

UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus
<p>What is the UDC's timeline, (minimum and maximum) for exchanging meters?</p> <p>ESPs would like some time frame for exchanging the meters. Schedule should be like when customer is going from Bundled to DA. ESUs would like to see the existing meter be left and used by the UDC.</p> <p><b>10-11-00 – New West Energy Proposal –</b> exchange the meter within 10 working days from accepting the DASR</p>				<p><b>SRP</b> At least 10 workdays prior to the next scheduled meter read date.</p> <p>If applicable, SRP provides the interim IDR data to the MRSP via an 867.</p> <p><b>TEP</b> Exchange will be based on volume submitted by the ESP, manpower, location and special timing requirements requested by the ESP.</p> <p>TEP will not exchange meters 5 calendar days prior to the read date (black out window).</p> <p><b>APS</b> Exchange will be based on volume submitted by the ESP, manpower, location and special timing requirements requested by the ESP.</p> <p><b>CUC</b> CUC will make every effort to exchange meters within 5 working days, however, resource constraints may dictate longer timeframes if high volume of returns or unusual utility activity</p> <p><b>Navopache</b></p> <p><b>Trico</b></p>

UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus (NC)
UDC Sends UN-signed EPA (Equipment Purchase Authorization) to ESP with intent to purchase or not to purchase equipment	<p>The UDC will send the un-signed EPA form identifying the intent to purchase or not to purchase the equipment. The expectation is that the intent to purchase or not to purchase the equipment EPA is sent to the ESP regardless if equipment is being purchased or not. This document will be in Excel and will be sent via email.</p> <p><b>Timing Requirements</b> The UN-signed EPA must be returned to the ESP at least 5 working days prior to the exchange.</p>	SRP TEP APS Citizens (CUC) AZ Cooperatives		
UDC sends MIRN with information about newly installed meter to the ESP and MRSP	<p>UDC Sends MIRN to ESP and MRSP</p> <p><b>Timing Requirements:</b> <u>Return of the Form:</u> UDC will return MIRN form no later than 3 workdays from the day of the exchange. This document will be in Excel and will be sent via email.</p> <p><u>Return of the Meter:</u> The UDC will return the meter within 15 workdays of the removal.</p> <p><u>Recipient of the meters:</u>  UDC will contact the ESP, via e-mail to determine if the meters will be shipped or picked up. If the MSP owns the meter, the UDC will contact the MSP via e-mail and cc: the ESP. ESP may have a prearranged shipping location</p>	SRP TEP APS Citizens (CUC) AZ Cooperatives		
UDC sends signed EPA to ESP	The signed EPA form must be returned to the ESP no later than 5 working days after the exchange.	SRP TEP APS Citizens (CUC) AZ Cooperatives		

What are the costs associated with shipping meters back to the recipient?				<b>SRP</b> – SRP may charge for shipping meters  <b>TEP,APS, CUC, AZ Cooperatives</b> –will charge for shipping meters  
What is the period of time that a UDC cannot exchange the meter? <b>(Blackout Window.)</b> (Issue # 53)				<b>SRP, APS, CUC</b> – No blackout window <b>TEP, Trico &amp; Navopache</b> – 5 calendar days prior to a read date 
UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus (NC)
UDC exchanges meter -- When does the ESPs responsibility for meter/customer end and the UDCs responsibility begin? (Issue # 35)				<b>SRP</b> –On switch date/read date <b>TEP, APS, AZ Cooperatives &amp;</b> – When UDC installs the UDC meter  CUC - When UDC installs the UDC meter and it's operational
Who is responsible for the usage while the meter is out of the socket during the exchange? (Issue # 35)				<b>SRP, TEP, APS, CUC, AZ Cooperatives – ESP</b> 

<p>What is the requirement for the MRSP to post final meter data?</p> <p><b>Janie will take this question to the VEE Group to make sure processes are developed and they coincide with ours.</b></p>				<p><b>SRP</b> SRP requires the MRSP to post data up through the last full 15 minute interval prior to the new UDC meter installation. Date and time will be determined from the MIRN submitted by SRP ("New metr set time".)</p> <p>The meter data from the time of the new UDC meter installation time up through Midnight the day before the read date, will be provided by SRP to the ESP via 867.</p> <p><b>TEP,APS</b> UDC requires the MRSP to post data up through the last full 15 minute interval prior to the new UDC meter installation. Date and time will be determined from the MIRN submitted by UDC. ("New meter set time".)</p> <p><b>CUC</b> <b>CUC requires the MRPS to post up through the last full 15 minute interval prior to the DA meter removal. Date and time will be determined from the MIRN submitted to CUC</b></p>
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**MISC BUSINESS PROCESSES**

UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus
Process for handling damaged/alter ed equipment discovered by the UDC before exchange is done. This includes all metering equipment.		SRP TEP APS CUC		At the discretion of the UDC, the meter exchange will either take place or they will back off the job and contact the ESP for coordination of work and notification. If the UDCs back off the job, the normal re-scheduling requirement via the MDCR will apply.

UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus
Billing ESP, MSP, MRSP or customer for equipment, work performed, non-returned meters, site meet charges, etc.	UDCs will bill ESP (MSP, MRSP or customer, if applicable) at least monthly for equipment, work performed, site meet charges, etc. from the previous month.	SRP TEP APS Citizens (CUC) AZ Cooperatives		
<b>Site Meet &amp; Scheduling Policy (Issue # 68):</b>				
When is a site meet required?				<b>SRP, TEP, APS, CUC</b> Site meet will be based upon ESP requests  Trico Navopache (NEC)
Scheduling	UDC sends MDCR with scheduling information. Additional phone coordination is required for site meets.  <b>Timing Requirements:</b> Form must be sent at least 5 workdays prior to the exchange.	SRP TEP APS Citizens (CUC) AZ Cooperatives		
MSP Missed Appointments	If the MSP fails to arrive within 30 minutes of the appointment time, or if the MSP fails to cancel at least one workday in advance, the UDC may charge. (UDC Services & Fees schedules/tariffs/protocols are published and are subject to change)	SRP TEP APS Citizens (CUC) AZ Cooperatives		
Changes to site meet schedule	If there are changes to the anticipated meter exchange time/date – the UDC must notify the MSP via the MDCR by 2:00 pm (Arizona Time), one (1) workday prior to the scheduled exchange date	SRP TEP APS Citizens (CUC) AZ Cooperatives		



UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus (NC)
Access Issues: (Issue #33)				
<u>Key Process Issues:</u>				<b>SRP, TEP, APS, CUC</b> UDC will make arrangements with the customer to gain access.
Equipment Purchase -- An EPA (Equipment Purchase Authorization) will be sent with the EMI giving equipment pricing & Information.				
Will the UDCs purchase/transfer ownership of non UDC owned equipment in the field. (i.e. meter, CT/VTs and associated equipment)  ((Need to consider "new site" customers. <b>THIS WILL BE ADDRESSED WITH THE NEW CONSTRUCTION PROCESS</b> ))				<b>TEP – may purchase CT/VT ,meter and associated meter equipment.</b>  <b>APS – will not purchase non APS owned meters in the field and CT/VT purchases are not applicable.</b>  <b>SRP – may purchase CT/VT ,meter and associated meter equipment.</b>  <b>CUC – Will not purchase meter, may purchase CT/VT and associated metering equipment</b>  <b>Trico – Still under review</b>
How will the EPA be handled/coordinated when a customer owns the meter/equipment				

UDC Process Description	Proposed AZ Best Practice	Consensus -- UDC & Provider Process	Utility (UDC) Tariff/Article/Protocol Differences	No Consensus (NC)
Miscellaneous				
What are the rules associated with the removal of non-UDC owned external devices?				<p>TEP – will de-energize any external equipment/devices, remove wiring from secured equipment and notify the ESP on the MIRN.</p> <p>APS –</p> <p>SRP –</p> <p>CUC – will de-energize any external equipment/devices, remove wiring from secured equipment and notify the ESP on the MIRN</p> <p>Trico</p>

### Deleted UDC Process Descriptions

The following UDC Process Descriptions were removed from Process #2 (Customer return from DA to Bundled). Although present in Process #1 (Customer switch from Bundled to DA, the group agreed that it was a Competitive Provider process and not a UDC process.

UDC Process Description	Discussion
What is the recipient process for tracking the return of meters	Only applies to the initial switch (process #1) and not the return to Bundled (Process #2)
UDC Missed Appointments	Only applies to the initial switch (process #1) and not the return to Bundled (Process #2)
Site Meet Charges	Only applies to the initial switch (process #1) and not the return to Bundled (Process #2)
Voltage level ownership –	deleted since this is a re-statement of the Rules
Who is responsible for maintenance of CT/PTs?	deleted since this is a re-statement of the Rules – maintenance is limited to the UDC, EPS or MSP
Meters – Will UDC sell new (from stock) and/or existing meters?	Only applies to the initial switch (process #1) and not the return to Bundled (Process #2)

CT/VT – Will UDC sell new (from stock) and/or existing CT/VTs?	Only applies to the initial switch (process #1) and not the return to Bundled (Process #2)
Associated metering equip – Will UDC sell new (from stock) and/or existing Associated metering equip?	Only applies to the initial switch (process #1) and not the return to Bundled (Process #2)
What is the cost for purchasing equipment	Only applies to the initial switch (process #1) and not the return to Bundled (Process #2)
How do UDCs handle a customer requested disconnect for UDC or ESP? How do we differentiate between a DA customer and Bundled customer? What type of training?	<p><b>THIS IS NOT AN ISSUE IN PROCESS #1 or #2</b></p> <p>REFERRED TO POLICY GROUP 10/11/00</p> <p><b>TEP, APS, SRP, CUC, AZ Cooperatives</b></p> <p>Refer the customer to the ESP for DASR submittal to the UDC. Once the DASR is received the UDC will initiate the orders to disconnect the service.</p>